

July, 2009

TO: **BALDWIN COUNTY RESIDENTS LIVING OUTSIDE  
OF THE CITY LIMITS OF MILLEDGEVILLE**

FROM: **BALDWIN COUNTY BOARD OF COMMISSIONERS**

Your Board of Commissioners is pleased to notify you that the County has entered into a contract with Advanced Disposal to provide collection and disposal of solid waste (household garbage, etc.) for the residents of Baldwin County who live outside of the City Limits of Milledgeville. This service will include a continuation of the operation of convenience centers with reduced hours, but with staffing during operational hours, and will also include curbside collection for those residents who would like to have it. Because of the favorable contract with Advanced, the cost for each residential unit and commercial hand-load unit will only be \$13.50 per month. If you are receiving this mailing, an initial determination has been made that you are eligible for solid waste collection and disposal services and that **YOU WILL BE BILLED \$13.50 PER RESIDENTIAL UNIT ON YOUR PROPERTY AS THE ASSESSMENT FOR THAT SERVICE.** We have set out below the most frequently asked questions to try and provide the most up to date information available regarding this service.

**QUESTION – DOES THE \$13.50 CHARGE APPLY EVEN IF I CHOOSE NOT TO HAVE CURBSIDE SERVICE?**

**ANSWER:** Yes. This cost provides collection and disposal service whether provided through curbside collection or use of the convenience centers or use of both.

**QUESTION – WHEN WILL THE SERVICE BEGIN?**

**ANSWER –** The County and Contractor are working toward the start of service on August 31, 2009 of this year. The Convenience Centers will continue at their current schedules until curbside service is being provided.

**QUESTION – WHAT WILL BE THE NEW HOURS OF THE CONVENIENCE CENTERS?**

**ANSWER –** We have included a schedule of all of the hours of all of the centers. Initially all eleven centers will be open some part of every week, with nine of the centers being open during some part of every weekend. The hours of operation for each of the centers will be reviewed on a periodic basis to determine the best use of the centers.

**QUESTION – HOW WILL I BE BILLED?**

**ANSWER –** If you are a County water customer, this assessment will appear monthly on your County Water bill. If you are a City water customer living outside the city limits, this assessment will appear monthly on your City water bill. Otherwise, you will receive a direct monthly billing at the address used for your tax bill. Failure to pay the bill can result in a discontinuance of water service, curbside service and convenience center access and can result in the bill being added to your ad valorem tax bill as a lien against your property.

**QUESTION – HOW OFTEN WILL CARTS BE PICKED UP?**

**ANSWER –** Carts will be picked up once per week. You will be assigned a cart and told the day of the week for pickup. Pickup will be between 6:00 AM and 6:00 PM. You may place your cart at curbside beginning at 5:00 PM of the day prior to your pickup day and you must remove your cart from the curbside before 8:00 AM of the day following pickup. Weeks in which a holiday fall will require a change in pickup schedule and you will be notified of your pickup day for those weeks.

**QUESTION – ARE THERE ANY PROVISIONS FOR PICKUP IF NO ONE IN THE HOUSEHOLD IS PHYSICALLY ABLE TO ROLL THE CART TO CURBSIDE?**

**ANSWER -** Yes. If no one in the household is physically able to roll the cart to curbside, then the County will arrange for the cart to be picked up at your back or side door. The County will require appropriate verification of this need.

**QUESTION – HOW WILL THE COUNTY PREVENT THE USE OF THE CONVENIENCE CENTERS BY UNAUTHORIZED PERSONS?**

**ANSWER:** Each household and each commercial hand-load unit that will be paying the assessment will receive a card (two per household) that must be presented to obtain access to, and use of, the convenience centers. These cards are attached and must be presented to the attendant before you will be allowed to dispose of any type of waste at the convenience centers.

**QUESTION – IF I USE CURBSIDE SERVICE, CAN I STILL TAKE OVERFLOW HOUSEHOLD GARBAGE AND MY WHITE GOODS, BROWN/BULK ITEMS AND YARD WASTE TO A CENTER?**

**ANSWER –** Yes. You will only need to present the card that will be provided to you and you will be allowed to use the centers for disposal of your waste whether or not you make use of the curbside service. This plan was designed to provide the best of both systems and to give you the option of which service to use and the ability to use both.

**QUESTION – WHAT IF I BELIEVE THAT I SHOULD NOT HAVE RECEIVED THIS MAILING AND THAT I AM NOT SUBJECT TO THIS ASSESSMENT?**

**ANSWER:** If you do not own, or live in, a residential unit in Baldwin County and do not have a commercial/business location that is eligible for curbside service, then you must call **478-445-7242** and inform the County of your situation. This can be true if the property is vacant and has never had a dwelling, or the dwelling has burned or is otherwise not fit for, and not being used for, human habitation. If you live inside the city limits of the City of Milledgeville and the City provides curbside service to you, you should call.

**QUESTION –WHAT IF I AM ONLY A PART-TIME RESIDENT OR MY PROPERTY IN BALDWIN COUNTY IS USED ONLY AS A VACATION OR WEEKEND HOME?**

**ANSWER –** You will be subject to the assessment and may choose to have curbside service or to only make use of the convenience centers for your waste.

**QUESTION –WHAT IF I HAVE A PRINCIPAL RESIDENCE THAT IS SUBJECT TO THE ASSESSMENT, BUT ALSO HAVE AN ADDITIONAL HOME SUCH AS A LAKE HOME FOR WHICH YOU HAVE SENT ME THIS NOTICE?**

**ANSWER –** The County is now considering allowing those who have two homes subject to the assessment to designate their primary residence that will be eligible for curbside service and will be subject to the full assessment and to charge a reduced sum for convenience center services for the second home. Call **478-445-7242** and make us aware of your situation.

**QUESTION –WHAT IF I DO NOT DESIRE TO MAKE USE OF CURBSIDE SERVICE AND DO NOT WANT A CART DELIVERED TO MY ADDRESS?**

**ANSWER –** If you have determined that you do not want curbside service and do not want a cart delivered to your address, then you should call **478-445-0672** **before August 5, 2009**. If an attendant is not available to personally speak with you, leave a message providing your name, your decision to waive the use of curbside service, your address and your contact phone numbers. Please remember that whether curbside service is chosen or not does not change the monthly assessment that will be due. Also, if a cart is delivered, then the property owner and/or resident will be responsible for that cart as each cart will carry an identifying number that is assigned to that property and must be accounted for by that owner/resident.

**QUESTION – HOW WILL MULTI-UNIT DEVELOPMENTS BE HANDLED? CAN MY TENANTS WHO RECEIVE A SEPARATE WATER BILL BE BILLED FOR THE SERVICE TO BE PROVIDED TO THEM?**

**ANSWER –** Landlords who now use a master meter for water **WILL BE BILLED \$13.50 FOR EACH RESIDENTIAL UNIT** unless the Landlord contacts the County and makes other arrangements as provided for herein. Tenants who receive a separate water bill will be eligible for their assigned cart and responsible for their individual assessment. If the Landlord currently provides front load service (such as an on-site dumpster), then you can contact the County and provide proof of that contract, so long as your service provider is approved by Baldwin County and does not make use of any County facilities for the disposition of waste. If you currently provide front load service, but desire to upgrade to individual carts, then you can contact the County and this service will be provided and billed through the applicable water bill(s). If your tenants are provided water by you through a master meter, then you will be billed \$13.50 for each residential unit served, unless you provide proof of front load service as set out herein. If the Landlord chooses to continue under an existing front load contract, no tenant will receive authorization for use of any convenience center.

**QUESTION – I AM A SMALL CONTRACTOR AND I HAVE BEEN MAKING USE OF THE CONVENIENCE CENTERS TO DISPOSE OF C&D WASTE. CAN I CONTINUE TO DO SO?**

**ANSWER –** Disposal of C&D waste or waste from any location other than the personal residence of the person disposing of the waste is in violation of current regulations and will continue to be a violation. Staff at the centers and County enforcement personnel will not allow such improper disposal and such disposal will subject the offender to charges of violation of county and state ordinances. A separate mailing will be provided to all small business and commercial establishments informing them of the strict enforcement of this ordinance and will provide the location of appropriate disposal sites for such waste.

**REMEMBER: IF YOU WISH TO WAIVE THE USE OF A CART OR FOR ANY OTHER REASON NEED TO PROVIDE INFORMATION ABOUT YOUR SITUATION, THE NUMBER TO CALL IS 478-445-0672. IN THE EVENT YOU ARE UNABLE TO SPEAK WITH ANYONE, LEAVE YOUR NAME, CONTACT NUMBERS (AND EMAIL ADDRESS IF APPLICABLE), STREET ADDRESS AND REASON FOR CALLING.**

**This major upgrade in service will require everyone's cooperation in making the transition. Be assured that the County will do everything it can to make this upgrade as quickly and smoothly as possible.**

**THANK YOU!**

**ATTACHED: CARDS TO ACCESS CENTERS**

## **HOURS OF OPERATION**

<b>CENTERS</b>	<b>DAYS / TIME</b>	<b>DAYS / TIME</b>	<b>DAYS / TIME</b>	<b>DAYS / TIME</b>	<b>DAYS / TIME</b>	<b>DAYS / TIME</b>	<b>DAYS / TIME</b>
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
Carr Station Rd		7 a.m. to 11 a.m.		2 p.m. to 7 p.m.	7 a.m. to 11 a.m.		9 a.m. to 5 p.m.
HWY 22 East	7 a.m. to 11 a.m.		2 p.m. to 7 p.m.		3 p.m. to 7 p.m.	9 a.m. to 5 p.m.	
Hwy 212		7 a.m. to 11 a.m.		2 p.m. to 7 p.m.	7 a.m. to 11 a.m.		9 a.m. to 5 p.m.
Meriwether Rd	7 a.m. to 11 a.m.		2 p.m. to 7 p.m.		2 p.m. to 7 p.m.	9 a.m. to 5 p.m.	
Log Cabin Rd		7 a.m. to 3 p.m.		7 a.m. to 3 p.m.	7 a.m. to 3 p.m.	9 a.m. to 5 p.m.	9 a.m. to 5 p.m.
Frank Bone Rd	7 a.m. to 3 p.m.		7 a.m. to 3 p.m.		7 a.m. to 3 p.m.	9 a.m. to 5 p.m.	9 a.m. to 5 p.m.
Thomas Field Rd		7 a.m. to 3 p.m.		7 a.m. to 3 p.m.	7 a.m. to 3 p.m.	9 a.m. to 5 p.m.	9 a.m. to 5 p.m.
Hwy 243		7 a.m. to 11 a.m.		2 p.m. to 7 p.m.	7 a.m. to 11 a.m.		9 a.m. to 5 p.m.
Union Hill Church Rd	7 a.m. to 11 a.m.		3 p.m. to 7 p.m.		3 p.m. to 7 p.m.	9 a.m. to 5 p.m.	
Laying Farm Rd	7 a.m. to 11 a.m.		3 p.m. to 7 p.m.		7 a.m. to 11 a.m.	9 a.m. to 1 p.m.	
Hwy 22 West	3 p.m. to 7 p.m.		7 a.m. to 11 a.m.		3 p.m. to 7 p.m.	9 a.m. to 1 p.m.	

### **IMPORTANT NOTICE:**

**THE ATTACHED CARDS CARRY AN IDENTIFYING NUMBER ASSIGNED TO YOUR PROPERTY. YOU MUST PRESENT YOUR CARD FOR DISPOSAL AT THE CENTERS. PLEASE SECURE CARDS. THERE WILL BE A CHARGE TO REPLACE ALL LOST CARDS.**